IBM

Global Logistics IT Europe

User Manual for GLP Registration 2.7

Registration steps for “new users”

Contact: glpacc@de.ibm.com
Revision date: 03.09.2015

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

Table of content

1. Introduction....3
1.1 Document purpose/description....3
1.2 Overview....3
2. User Access....4
2.1 Single Sign On (SSO)....4
2.2 GLP Homepage....5
2.3 Registration steps for “new users”....9
2.3.1 IBM Registration (step 1)....11
2.3.2 GLP Registration (step 2)....14

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

1. Introduction

1.1 Document purpose/description

This document provides a user manual for Global Logistics Portal (GLP) end users describing registration steps. It should help to understand the steps of GLP user registration and sign-in as well as the integrated functions for access request handling.

More details of the entry screens of the GLP sub applications (CCCS, ETO and IDDE Web Inquirer) and information centre (file repository, news, business info and help) are included in GLP User Manual that can be downloaded once the access to GLP is granted.

1.2 Overview

GLP is the strategic web portal for IBM Global Logistics Europe applications and functions.

GLP combines the sub applications CCCS, ETO and IDDE Web and provides enhanced functions for user administration, the automatic access request handling and the information centre with news, file repository, business info and help.

GLP uses the service of IBM WI SSO (Web Identity, Single Sign On) for user authentication during the registration and sign in process as required by IBM standards.

GLP Homepage: https://www-304.ibm.com/distribution/glp/index.html

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

2. User Access

2.1 Single Sign On (SSO)

Single Sign On (SSO) is used for user authentication to GLP. It's based on IBM Web Identity Single Sign On (WI SSO) solution and required by the IBM GWA/AHE architectural guidelines that all applications using IBM Web Identity must also use SSO.

SSO allows the GLP user a single sign on together with other "ibm.com" applications using also WI user authentication.
Means, once signed in into an IBM WI SSO registered application (like GLP) the user can enter the GLP application without further sign in (of course limited to the sub applications and functions he is "enabled" to), or does not need to sign in again, when switching to another IBM WI SSO registered application utilizing WI in the web browser.

The user must be careful when he wants to sign off !
Pressing the logout button in GLP do only reset some temporary information and the user can re-enter without sign in again at any time as long as he is using the "same" browser window.
Therefore, only closing the current Web Browser window completely will perform a real sign off !

New users need to register with Web Identity (a link to the 'IBM Registration' web page is available on the GLP entry menu) at first to get an IBM userid, before they can do the GLP registration and accessing any GLP protected information.

The sign in and user authentication will be handled by IBM WI SSO and not by the GLP application itself. Means, that e.g. the reset of a password or IBM ID can only be done by the user himself at IBM Registration/WI (Security question is required !).
The GLP Access Administrator (GLP AA) has no possibility to see or change the user data at IBM WI / IBM Registration.
The user has to keep his IBM registration data current and accurate at IBM WI / IBM Registration. He can edit his data by selecting the link "My IBM profile" / user information / sign in / edit user information. If the user changes one of the fields last name, first name, phone number, email address or salutation then this will be transmitted to GLP user data record.

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

2.2 GLP Homepage

When the user selects the web address/url of GLP https://www-304.ibm.com/distribution/glp/index.html the GLP homepage will be opened.

Depending on the user‘s IBM WI SSO status the further screen flow varies.

a) not registered at IBM WI SSO and GLP (new IBM web user)

b) registered at IBM WI SSO but not at GLP (IBM WI SSO user, new GLP user)

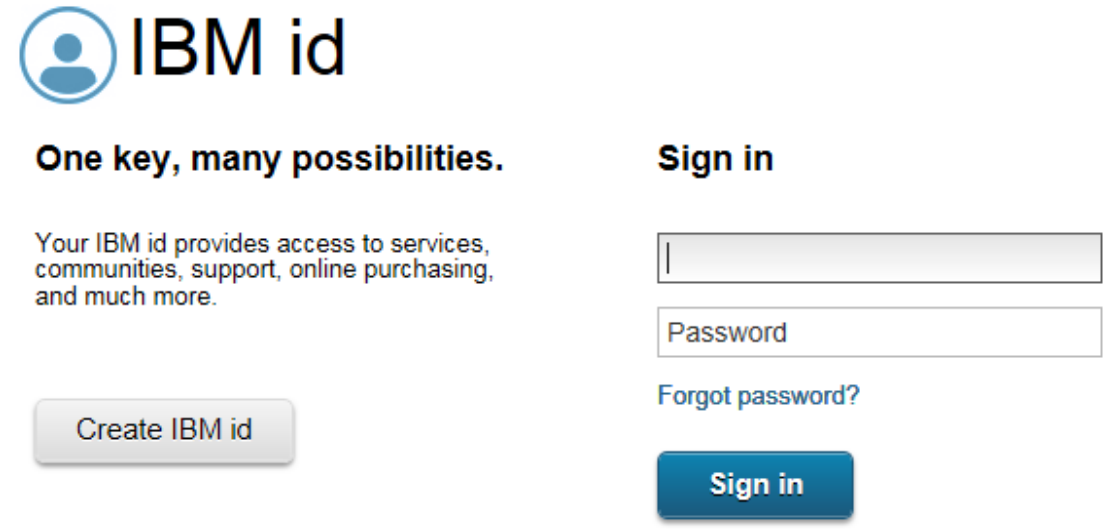
c) registered at IBM WI SSO and GLP (IBM WI SSO and GLP user)

Besides the link to the GLP application itself there are further links on the GLP navigation menu provided:

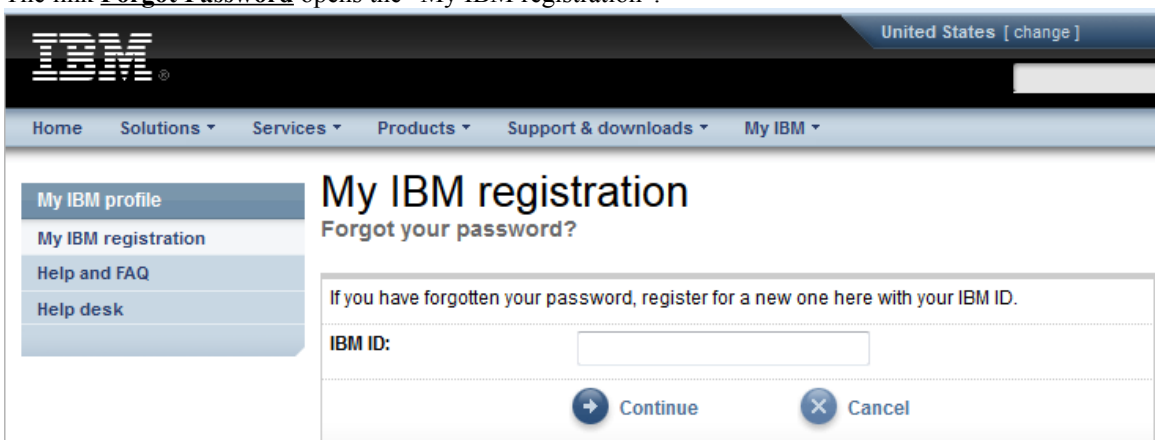
- Register to GLP
- “Forgot Password”
- “My IBM registration”
- “Support for GLP”

The link **Register to GLP** opens the Sign in screen with a link “register now”. Further details will follow.

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.



The link **Forgot Password** opens the "My IBM registration".

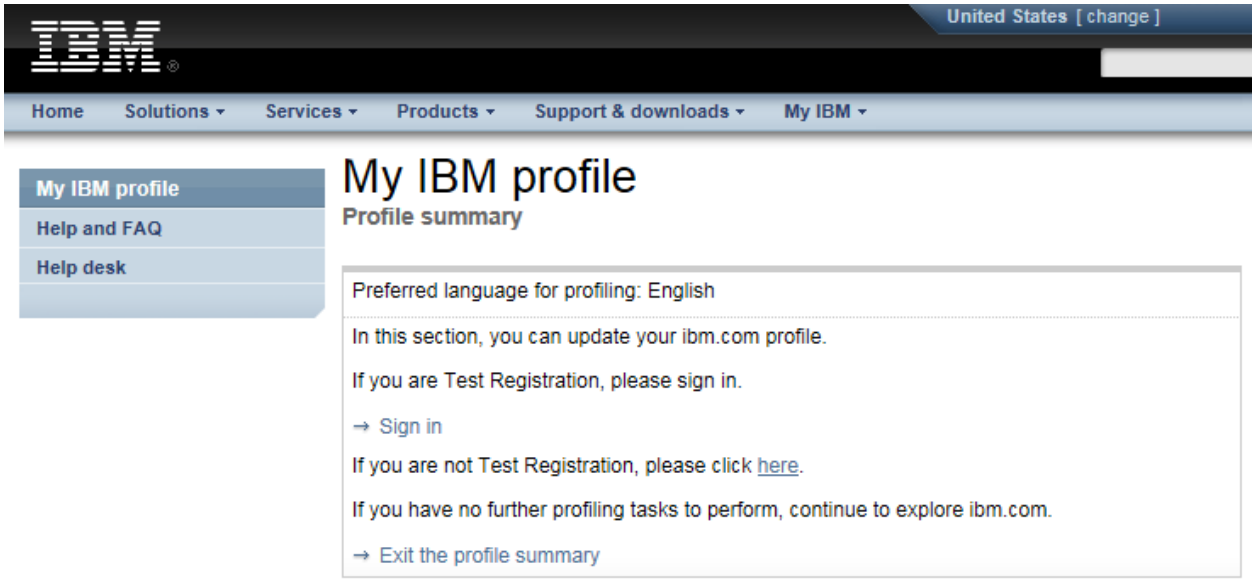


To request a new password the user has to enter his IBM ID and pressing Continue.

On the following screen the answer to the security question (entered by the user at the first registration) and the new password has to be entered and submitted.

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

The link **My IBM registration** opens "My IBM profile" where the user can -> Sign in to update his personal data stored at IBM registration. If the user changes the data last name, first data, email address, phone number or salutation this will be sent to GLP and update also the user data accordingly in the GLP database.


United States [change]
Home
Solutions
Services
Products
Support & downloads
My IBM
My IBM profile
Help and FAQ
Help desk
My IBM profile
Profile summary
Preferred language for profiling: English
In this section, you can update your ibm.com profile.
If you are Test Registration, please sign in.
→ Sign in
If you are not Test Registration, please click here.
If you have no further profiling tasks to perform, continue to explore ibm.com.
→ Exit the profile summary

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

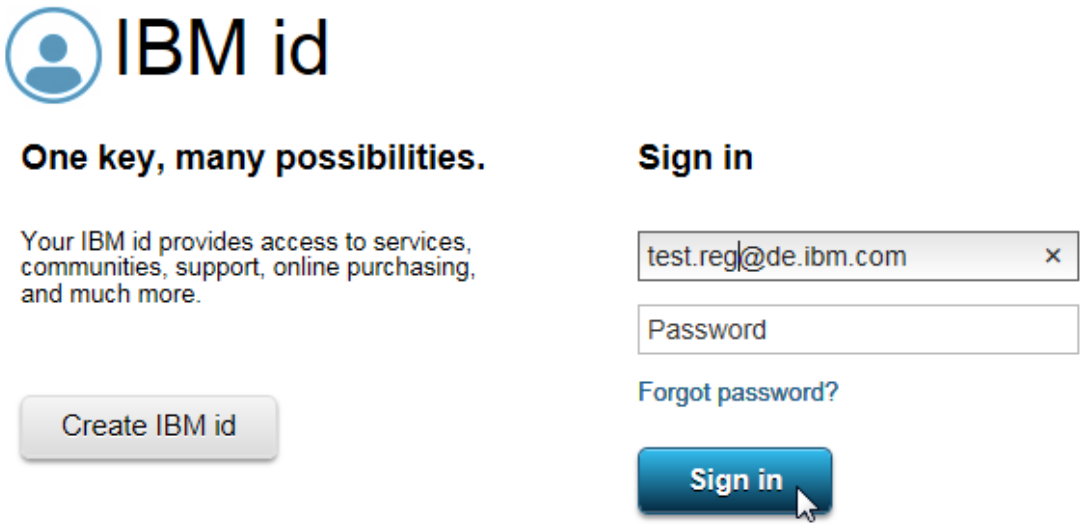
2.3 Registration steps for “new users”

Depending on the user‘s IBM WI SSO status the user has to register in one or two steps:

a) IBM Registration: New IBM web users not registered at IBM WI SSO have to register at first at IBM Registration before they can register for a certain IBM web application like GLP.
b) GLP Registration: Users already registered at IBM WI SSO but not at GLP have to register to GLP in the second step by using the IBM ID and password from IBM Registration.
c) GLP users: Already registered users (IBM WI SSO and GLP) can sign in at the GLP homepage with the IBM ID and password and will get the GLP main menu with the sub applications and functions he is authorized to.

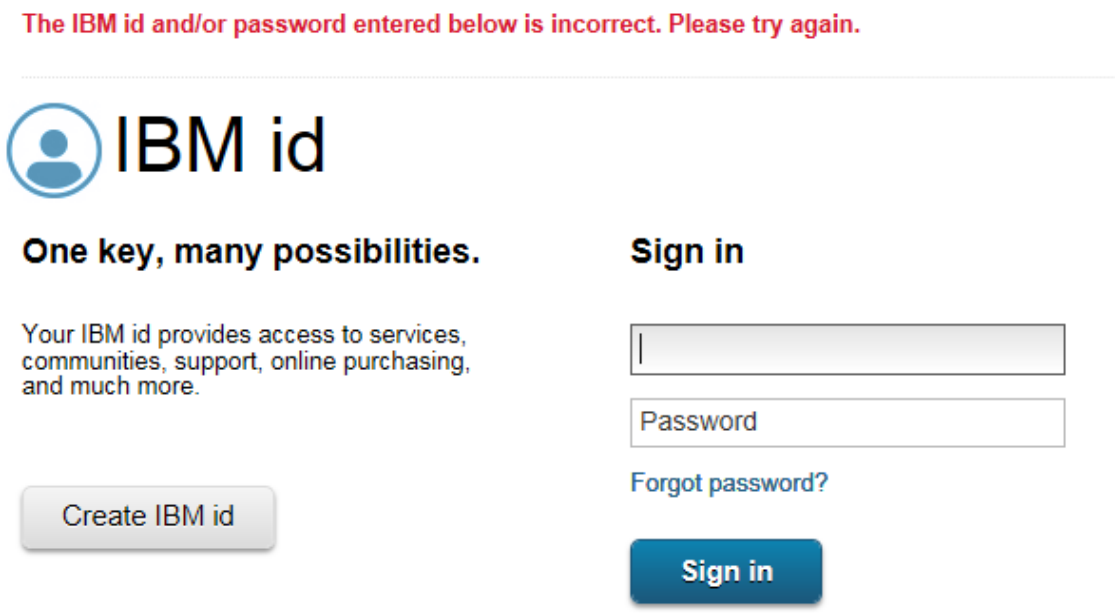
If a user tries to sign in although he not already registered at IBM WI SSO he will receive an error message. See the following screen shots in sequence.

1) User is entering a IBM ID, not already registered, then clicks on “Sign in”



© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

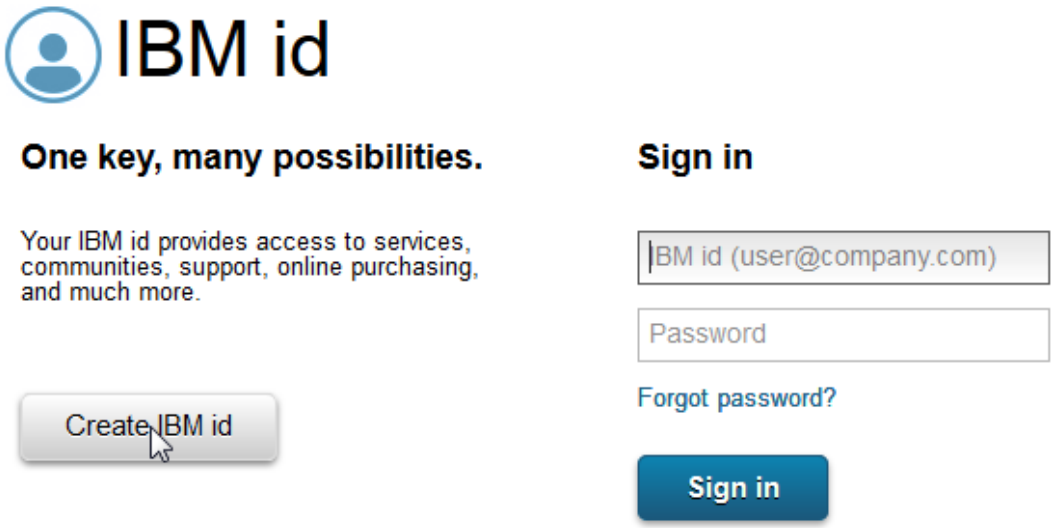
2) Error message informs the user that he is not already registered. The user can use the “register now “ link provided on the Sign in screen to be directed to the IBM Registration website.


The IBM id and/or password entered below is incorrect. Please try again.
IBM id
One key, many possibilities.
Your IBM id provides access to services, communities, support, online purchasing, and much more.
Create IBM id
Sign in
Password
Forgot password?
Sign in

2.3.1 IBM Registration (step 1)

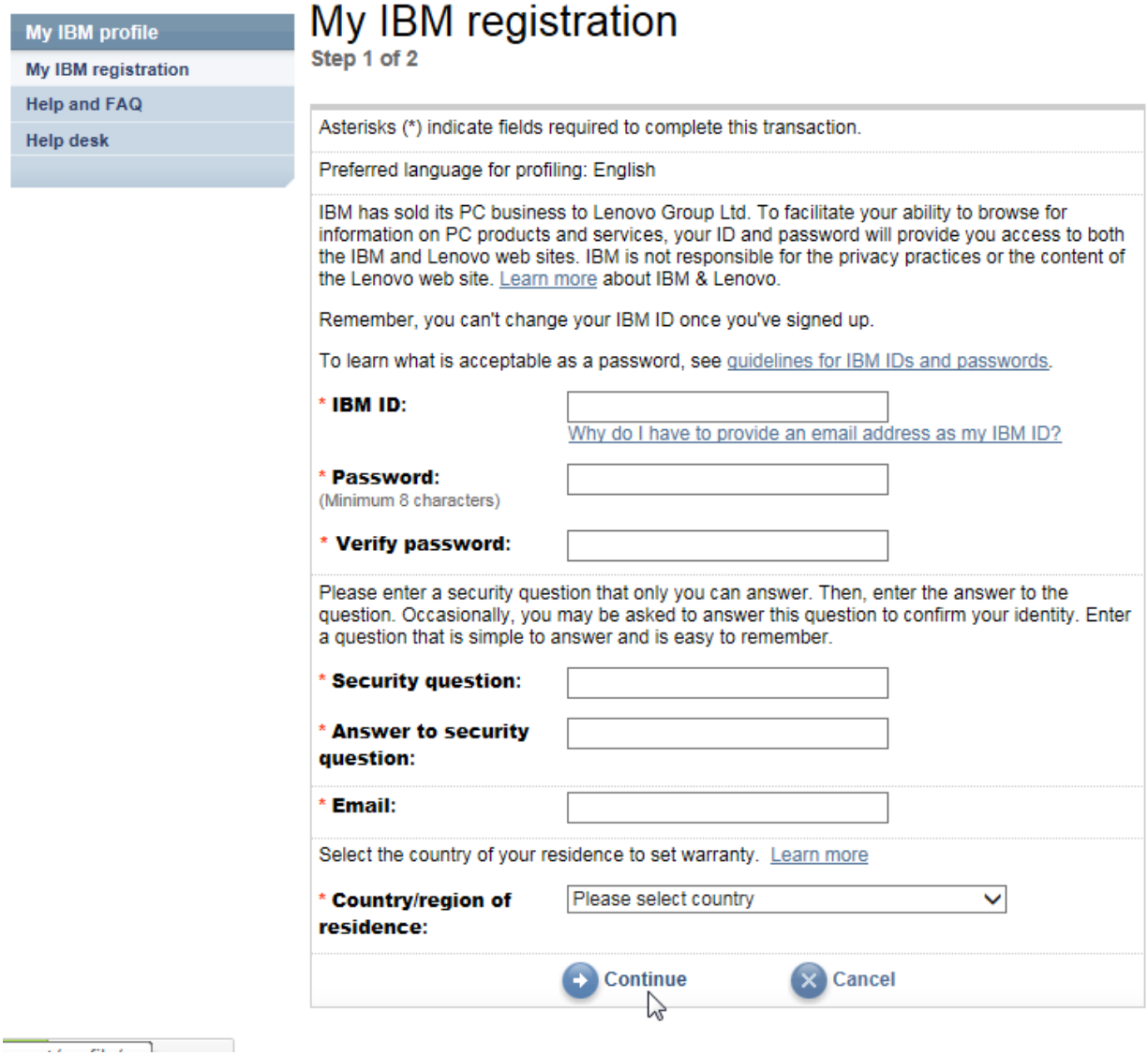
On the Sign in screen click on the “Create IBM id” link will direct to the “My IBM Registration” website.

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.



© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

On the My IBM registration webpage enter the required user data correctly:

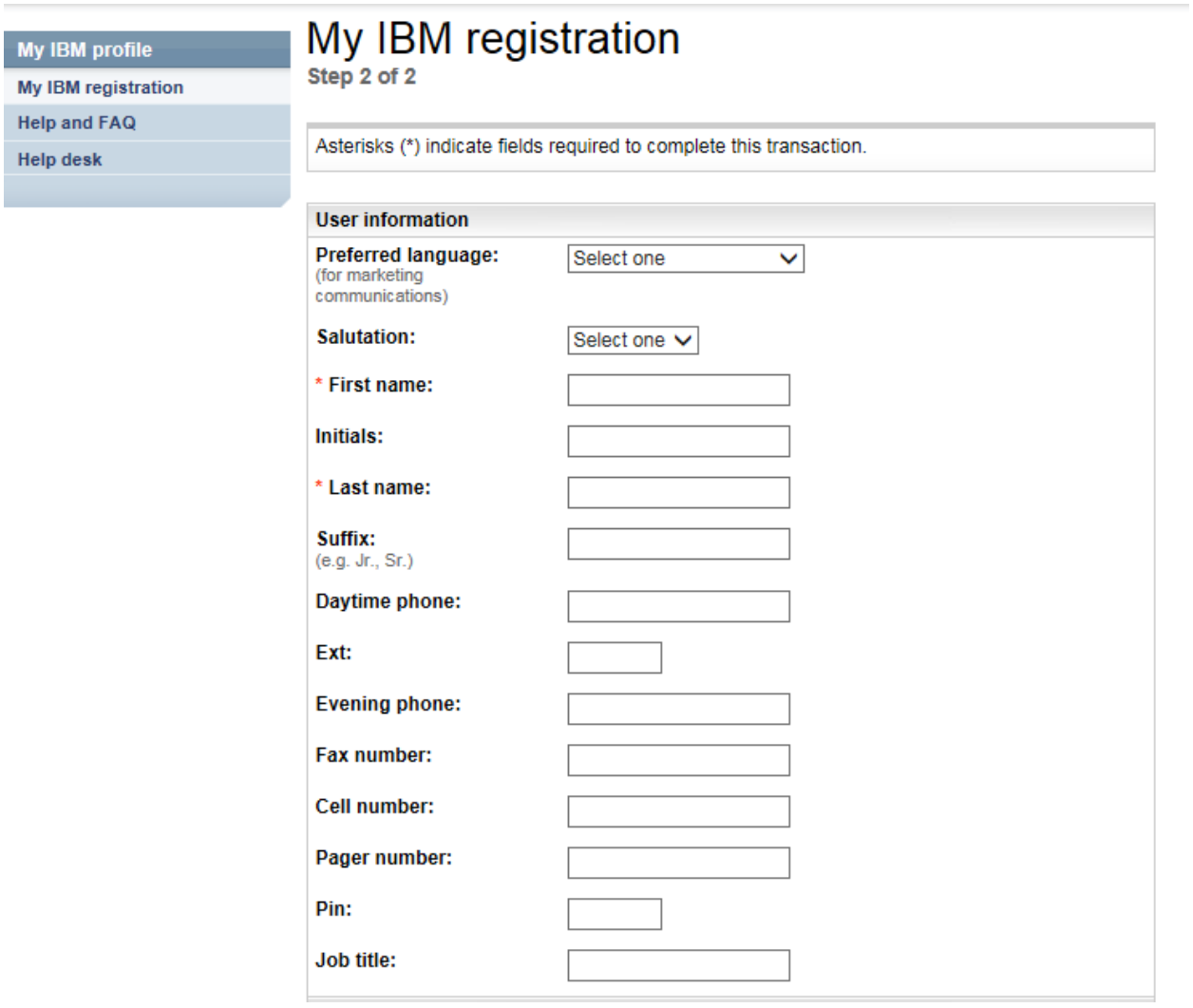

My IBM profile
My IBM registration
Help and FAQ
Help desk
My IBM registration
Step 1 of 2
Asterisks (*) indicate fields required to complete this transaction.
Preferred language for profiling: English
IBM has sold its PC business to Lenovo Group Ltd. To facilitate your ability to browse for information on PC products and services, your ID and password will provide you access to both the IBM and Lenovo web sites. IBM is not responsible for the privacy practices or the content of the Lenovo web site. Learn more about IBM & Lenovo.
Remember, you can't change your IBM ID once you've signed up.
To learn what is acceptable as a password, see guidelines for IBM IDs and passwords.
* IBM ID:
Why do I have to provide an email address as my IBM ID?
* Password:
(Minimum 8 characters)
* Verify password:
Please enter a security question that only you can answer. Then, enter the answer to the question. Occasionally, you may be asked to answer this question to confirm your identity. Enter a question that is simple to answer and is easy to remember.
* Security question:
* Answer to security question:
* Email:
Select the country of your residence to set warranty. Learn more
* Country/region of residence:
Please select country
Continue
Cancel

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

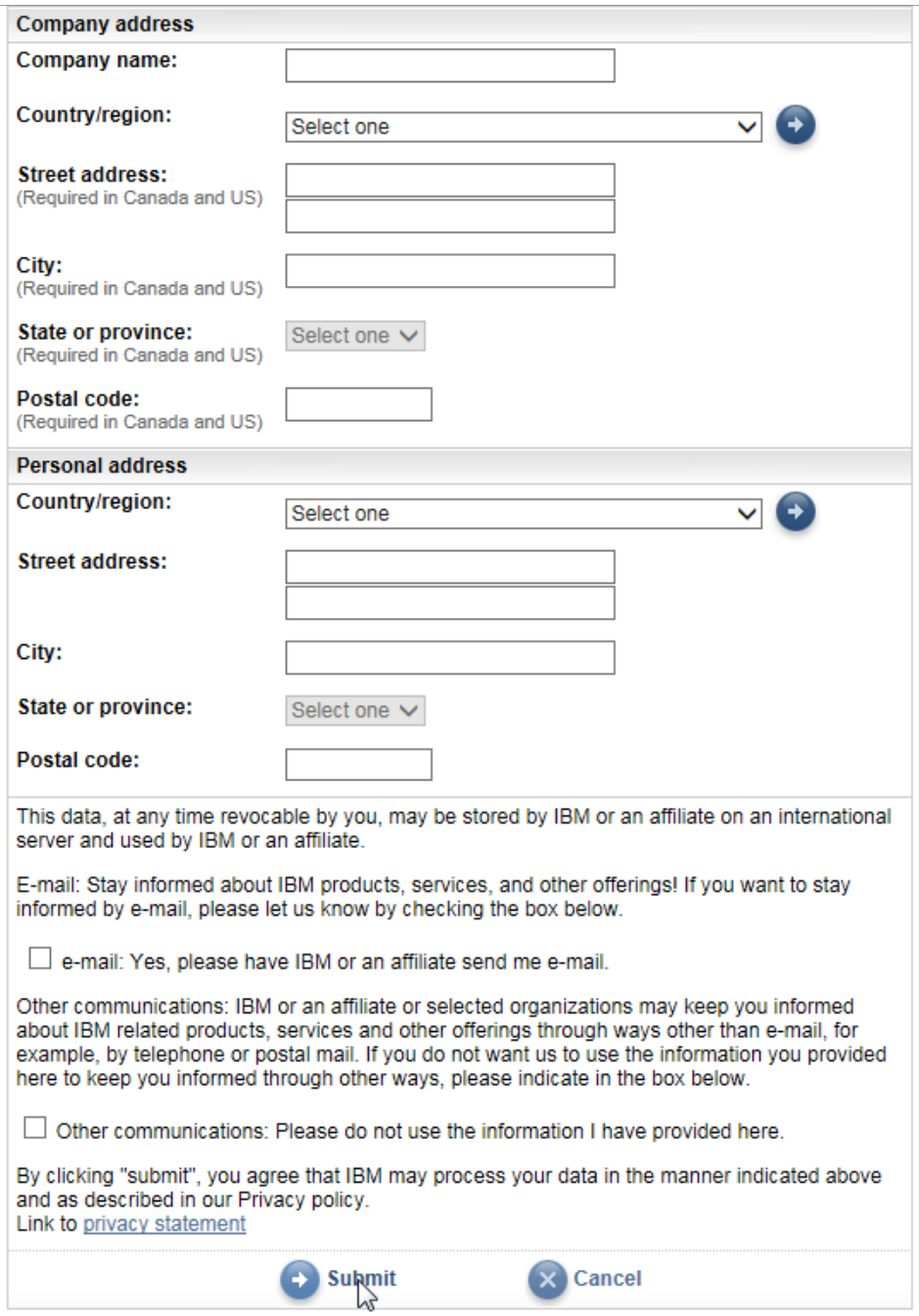
On the first IBM WI Registration screen the user has to enter:

- IBM ID which can be the user's email address or must look like an email address. Lenovo users use their Lenovo e-mail address (user@lenovo.com or user@idepc.ibm.com) as IBM ID.
- Password, Verify Password.
- Security question e.g. the name of the pet
- Answer to the security question.
  (Keep the security question in mind, you will be asked for when you want to change your password later on !)
- Email address. Same as in Blue Pages.
- Country/region of residence: ***The correct country of residence must be entered; this will be sent to GLP and used for "home country" !***

On the second page enter first and last name at least:

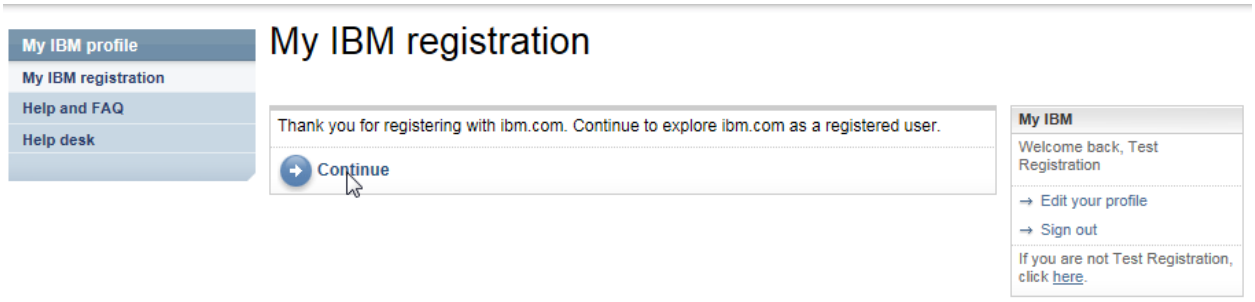


© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.


Company address
Company name:
Country/region:
Select one
Street address:
(Required in Canada and US)
City:
(Required in Canada and US)
State or province:
(Required in Canada and US)
Select one
Postal code:
(Required in Canada and US)
Personal address
Country/region:
Select one
Street address:
City:
State or province:
Select one
Postal code:
This data, at any time revocable by you, may be stored by IBM or an affiliate on an international server and used by IBM or an affiliate.
E-mail: Stay informed about IBM products, services, and other offerings! If you want to stay informed by e-mail, please let us know by checking the box below.
e-mail: Yes, please have IBM or an affiliate send me e-mail.
Other communications: IBM or an affiliate or selected organizations may keep you informed about IBM related products, services and other offerings through ways other than e-mail, for example, by telephone or postal mail. If you do not want us to use the information you provided here to keep you informed through other ways, please indicate in the box below.
Other communications: Please do not use the information I have provided here.
By clicking "submit", you agree that IBM may process your data in the manner indicated above and as described in our Privacy policy.
Link to privacy statement
Submit
Cancel

Press the Submit button when all data entered correctly.
After pressing “submit” the user is registered at IBM WI.

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

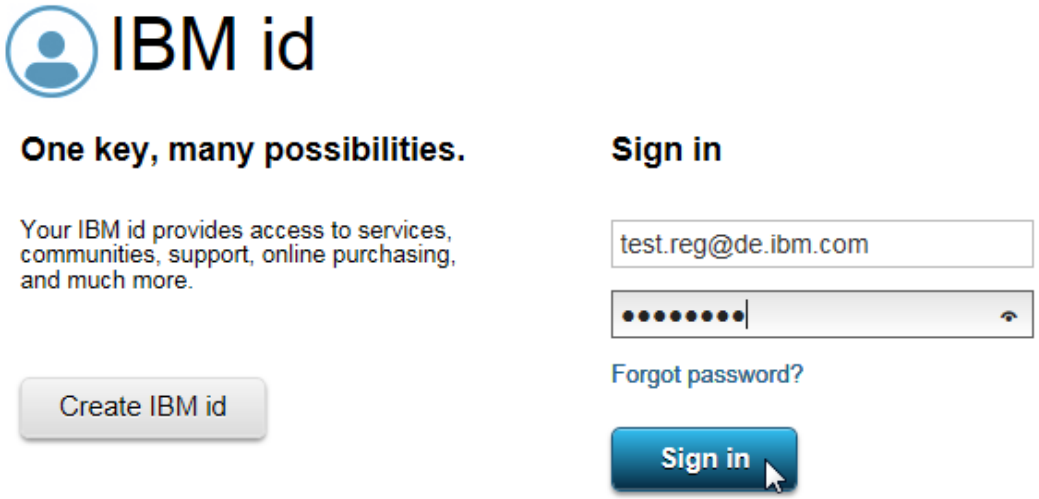

My IBM profile
My IBM registration
Help and FAQ
Help desk
My IBM registration
Thank you for registering with ibm.com. Continue to explore ibm.com as a registered user.
Continue
My IBM
Welcome back, Test Registration
Edit your profile
Sign out
If you are not Test Registration, click here.

IBM WI Registration is complete !

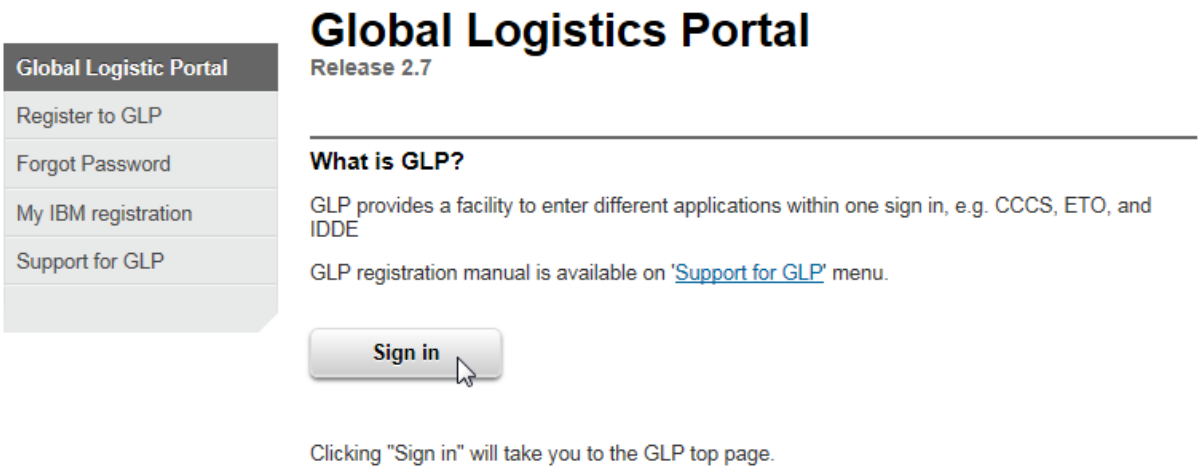
© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

2.3.2 GLP Registration (step 2)

After successful registration at IBM Registration the user can follow on with step 2 to register at GLP.
On the SSO / Sign screen enter the IBM ID and password from IBM Registration.

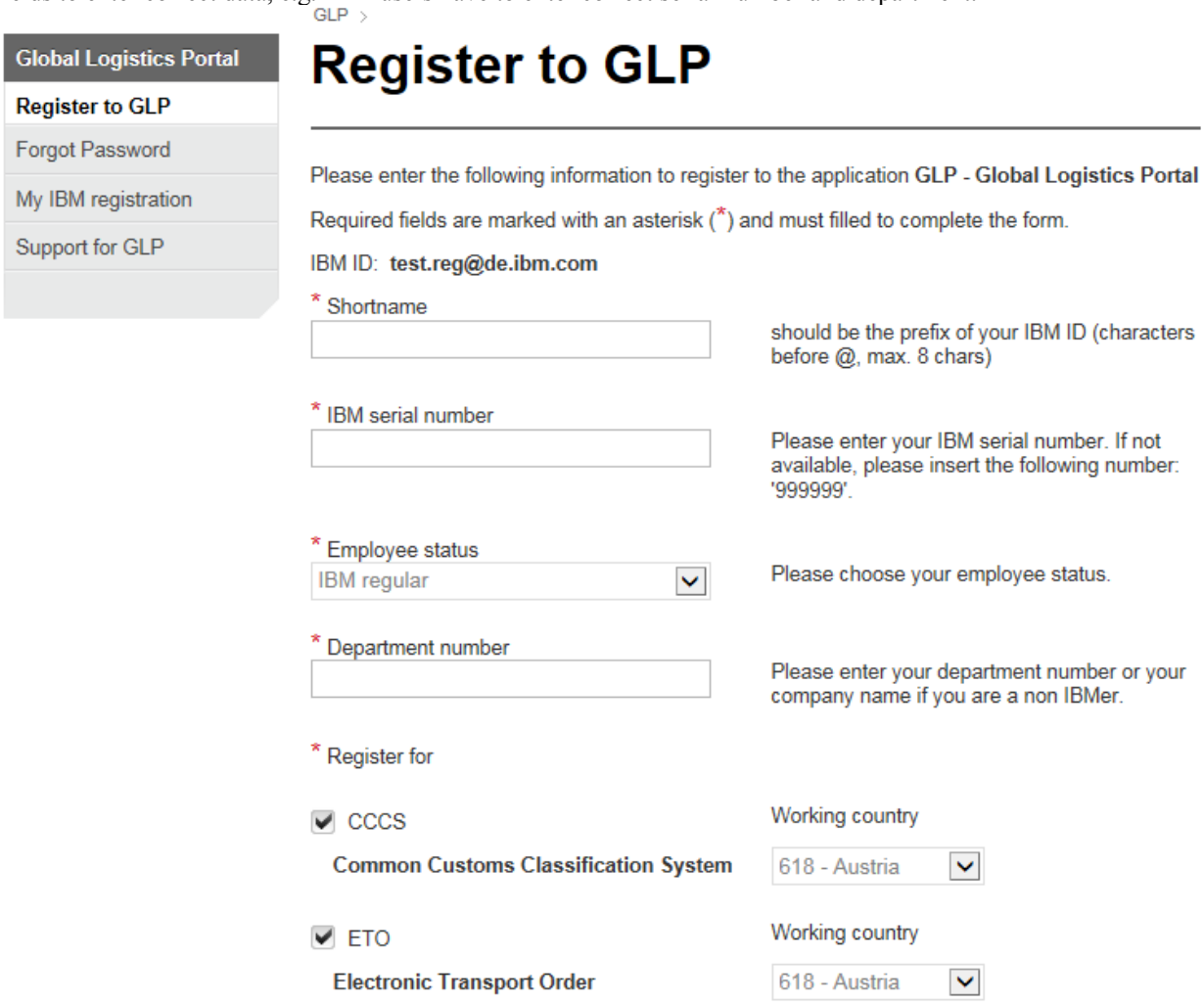


Sign in again

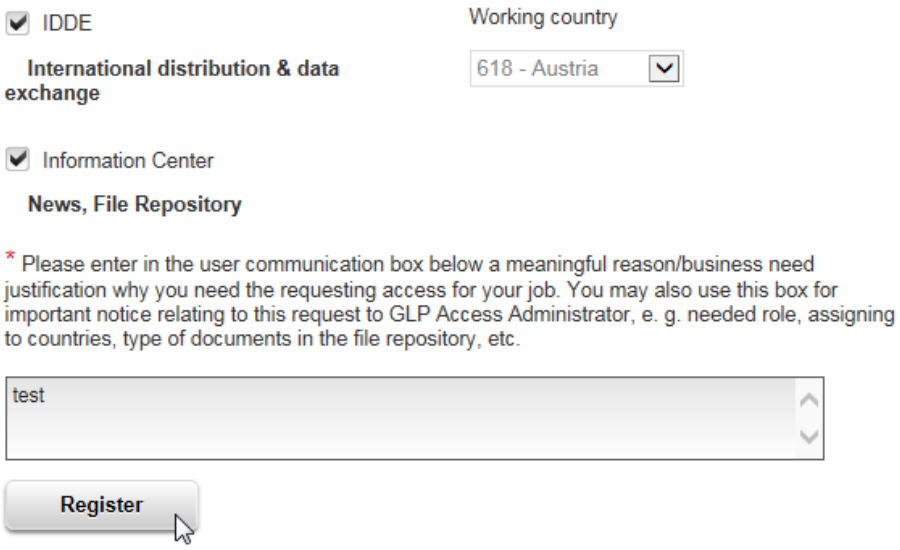

Global Logistic Portal
Register to GLP
Forgot Password
My IBM registration
Support for GLP
Global Logistics Portal
Release 2.7
What is GLP?
GLP provides a facility to enter different applications within one sign in, e.g. CCCS, ETO, and IDDE
GLP registration manual is available on 'Support for GLP' menu.
Sign in
Clicking "Sign in" will take you to the GLP top page.

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

After successful sign in, the GLP Registration screen appears (shown in the following) where the user has to fill in the required fields and submits for registration. Pay attention to the comments besides the input fields to enter correct data, e.g. IBM users have to enter correct serial number and department.


GLP
Global Logistics Portal
Register to GLP
Forgot Password
My IBM registration
Support for GLP
Register to GLP
Please enter the following information to register to the application GLP - Global Logistics Portal
Required fields are marked with an asterisk (*) and must filled to complete the form.
IBM ID: test.reg@de.ibm.com
* Shortname
should be the prefix of your IBM ID (characters before @, max. 8 chars)
* IBM serial number
Please enter your IBM serial number. If not available, please insert the following number: '999999'.
* Employee status
IBM regular
Please choose your employee status.
* Department number
Please enter your department number or your company name if you are a non IBMer.
* Register for
CCCS
Common Customs Classification System
Working country
618 - Austria
ETO
Electronic Transport Order
Working country
618 - Austria

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.


IDDE
International distribution & data exchange
Working country
618 - Austria
Information Center
News, File Repository
* Please enter in the user communication box below a meaningful reason/business need justification why you need the requesting access for your job. You may also use this box for important notice relating to this request to GLP Access Administrator, e. g. needed role, assigning to countries, type of documents in the file repository, etc.
test
Register

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

The “Register to GLP” screen has to be filled out accurately by the the user.

- The user is already identified during the sign in step in the screen before and therefore the IBM ID is shown here and cannot be changed.
- **Shortname**: the prefix of the IBM ID (characters before the @ sign of the IBM ID), maximum 8 characters. E.g. the user’s ID is timtom@gmx.de then the short name should be “timtom”. The short name is used as GLP internal unique key.
- **IBM serial number:** the serial number should be entered exactly as filed in Bluepages. If not available, ‘999999’ has to be entered.
- **Employee status:** select from the drop down menu the correct employee status, e.g. IBM regular, IBM non-regular (contractors working on IBM premises), external users, etc.
  Ask your support team if you need help, the subsequent registration approval process flow depends on the employee status !
- **Department number**: for IBM employees the department number should be entered. Non-IBMers have to enter a company name.
- **Register for:** here the GLP sub application(s) should be selected which the user need for his job, at least “Information Center”.
  If the user selects one of the sub applications CCCS, ETO, IDDE he also has to select the “working country” he is working for with this sub application. This can be but must not the “home country”. If user doesn’t select any working country, then the home country will be set. Lenovo users are allowed to choose only Lenovo countries, which start with number 4 (eg. 404-Lenovo Cyprus)

Note: the home country is the country the user selected during the first step of registration at IBM Registration by selecting there the country of residence. Also, the user can request in the subsequent user request process further countries he needs to be assigned for one of the sub applications CCCS, ETO, IDDE. But at this point here, the GLP Registration, it’s just the base “working country” the user is working with at CCCS, ETO or IDDE.

”Information Center” provides news and a file repository with a lot of documents related to the sub applications.

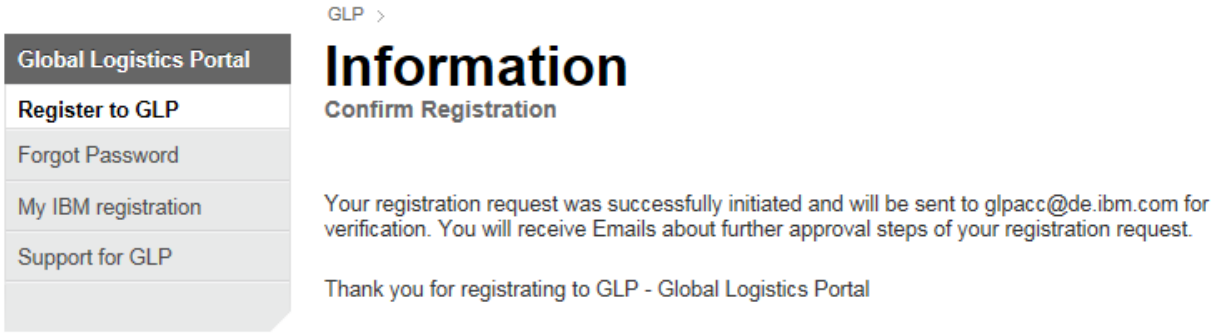
- **Communication box**: here a meaningful reason why a user wants to register and need the selected sub application (Business Need) has to be entered.
  He can also use this box to communicate important notices relating to this request to the GLP AA (e.g. for listing the additional country codes user requires access to).

  The GLP registration will be submitted by pressing the “**Register”** button.

Note: the registration process is not completed yet, but must undergo the subsequent approval process within GLP. For this a ‘user request’ is created in GLP and a Email notification is sent to the GLP AA (to Email address glpacc@de.ibm.com, userid GLPACC, used by IBM GL access management team) with the user data and requesting accesses as entered in the GLP registration screen.

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

After submission of the GLP registration is successful a message screen will confirm the registration:


GLP
Global Logistics Portal
Register to GLP
Forgot Password
My IBM registration
Support for GLP
Information
Confirm Registration
Your registration request was successfully initiated and will be sent to glpacc@de.ibm.com for verification. You will receive Emails about further approval steps of your registration request.
Thank you for registrating to GLP - Global Logistics Portal

Email notification sent to the GLPACC (glpacc@de.ibm.com) asking for further processing and review. The glpacc@de.ibm.com is used by the access management team for a pre-check of the user request to be complete and accurate before manager approvals are requested.

Example of e-mail notification sent to GLP AA:

Country: Status: Appl.

THIS NOTE IS FROM A SERVICE MACHINE. PLEASE REPLY TO
csikos.gabriella@hu.ibm.com

The GLP user Test Registration, user-id: TEST.REG@DE.IBM.COM, requests access to GLP User Acceptance Test.

ETO :

Roles:	Creator (new)
Assigned countries:	The user has no assigned countries for this application.
Working country:	618 (new)

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

CCCS :

Roles:	Classification Inquirer (new)
Assigned countries:	The user has no assigned countries for this application.
Working country:	618 (new)

GLP :

Roles:	Information Center Access (new)
Assigned countries:	The user has no assigned countries for this application.
Working country:	726 (new)

IDDE :

Roles:	Inquirer (new)
Assigned countries:	The user has no assigned countries for this application.
Working country:	618 (new)

GLP Access Administrator:
GLP Access Administrator:

Business Need: test

IBM Deutschland Management & Business Support GmbH / Vorsitzender des Aufsichtsrats: Martin Jetter
Geschäftsführung: Martina Koederitz (Vorsitzende), Reinhard Reschke, Dieter Scholz, Gregor Pillen, Joachim Heel, Christian Noll
Sitz der Gesellschaft: Ehningen / Registergericht: Amtsgericht Stuttgart, HRB 24938

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

The user can already sign in to see his submitted request in status OPEN. In status OPEN the request is ready to be further processed for the next step by the GLPACC. The user can see the details but cannot edit it anymore. If he notices that some data is not correct he immediately should send a note to the GLPACC (glpacc@de.ibm.com). The GLPACC has the ability to edit the request and doing updates before he approves.
When the user signs in at this time he can of course only link to “Administer user requests” via the navigation menu. The sub applications and functions he is requesting will be available in the navigation menu when the whole approval process is completed.

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

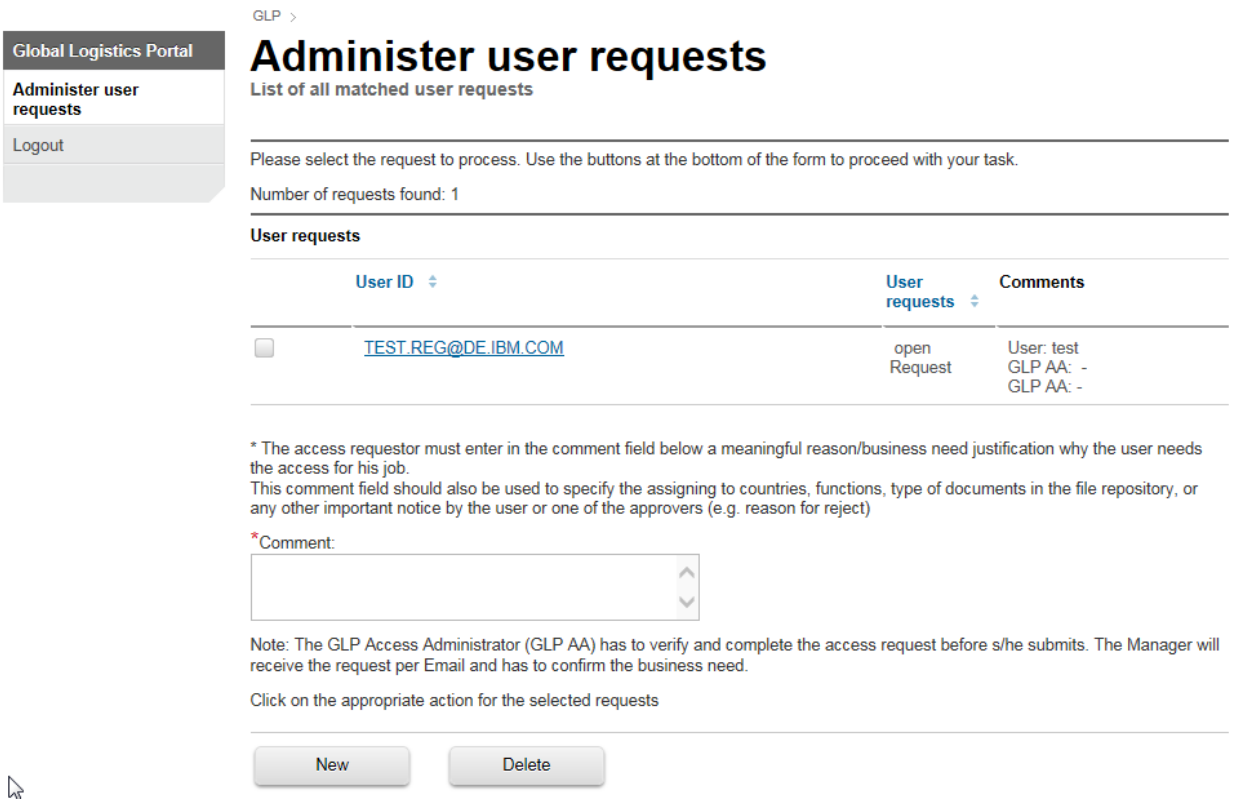
Flow of approval process:

User -> GLPACC (formerly named as CSO) ->IBM people Manager or CAM (Country Administration Manager) -> GLP AA (formerly named as GLP SO)

Clicking on the link “Global Logistics Portal” in the navigation menu user can immediately sign in to GLP. If the user closes the web browser immediately after registration and opens later the url to GLP then he has to enter IBM ID and password into the Sign in screen.

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

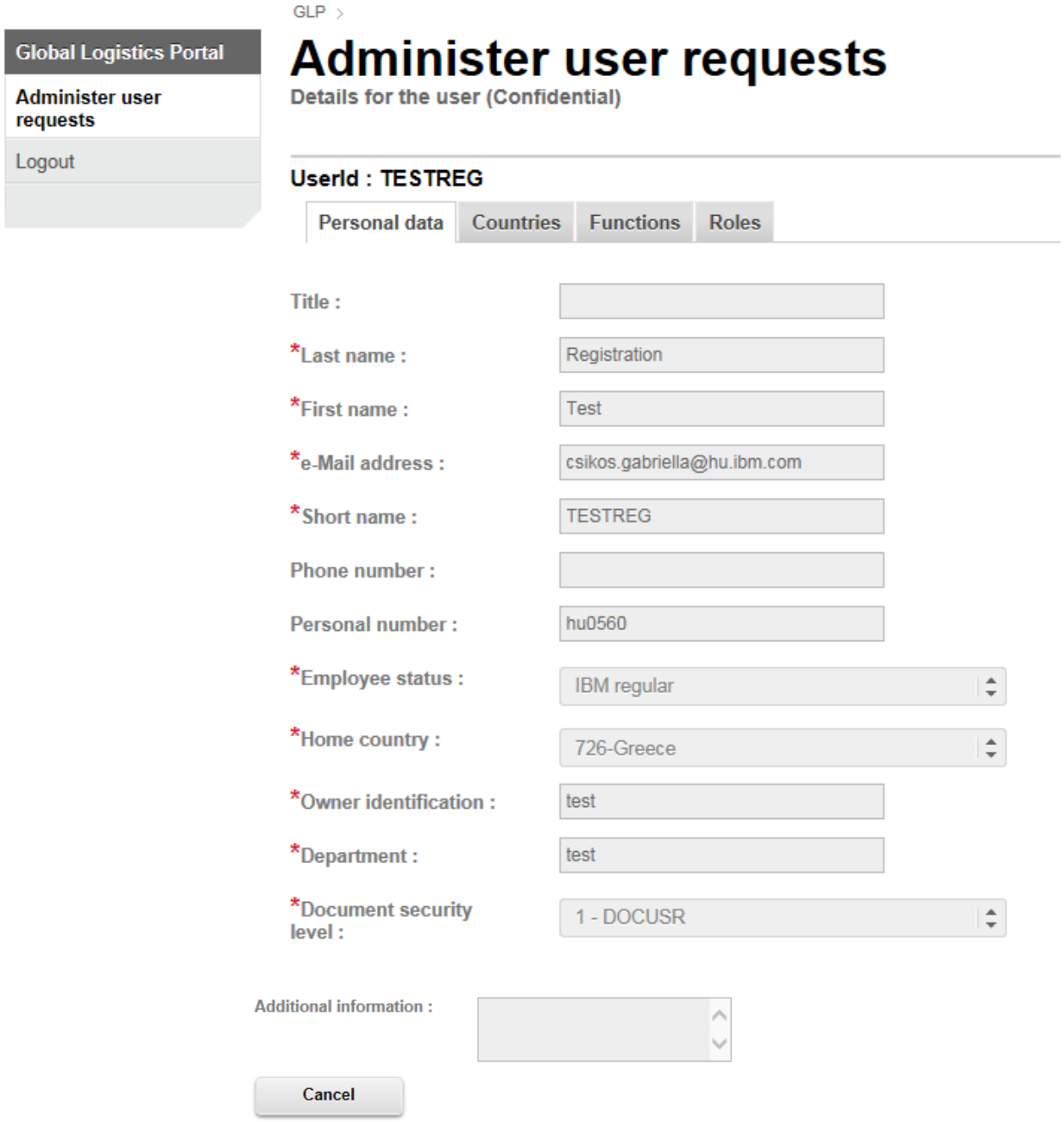
User opens the link “Administer user requests”:


Global Logistics Portal
Administer user requests
Logout
GLP >
Administer user requests
List of all matched user requests
Please select the request to process. Use the buttons at the bottom of the form to proceed with your task.
Number of requests found: 1
User requests
User ID
User requests
Comments
TEST.REG@DE.IBM.COM
open Request
User: test
GLP AA: -
GLP AA: -
* The access requestor must enter in the comment field below a meaningful reason/business need justification why the user needs the access for his job.
This comment field should also be used to specify the assigning to countries, functions, type of documents in the file repository, or any other important notice by the user or one of the approvers (e.g. reason for reject)
*Comment:
Note: The GLP Access Administrator (GLP AA) has to verify and complete the access request before s/he submits. The Manager will receive the request per Email and has to confirm the business need.
Click on the appropriate action for the selected requests
New
Delete

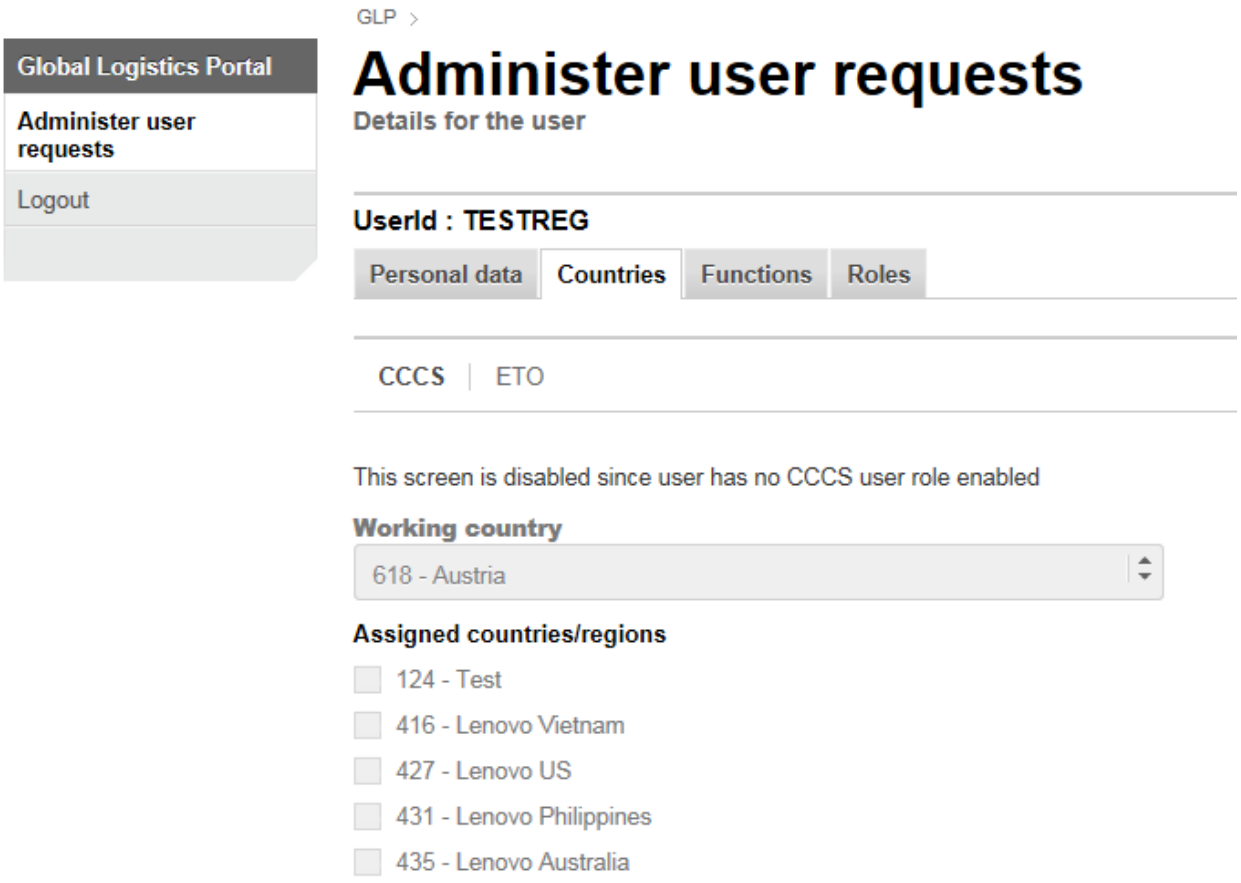
NOTE: in case of an access request for system administrator it is important to describe the access request content in the comment box. There is (later) no role or function, which can be selected.

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

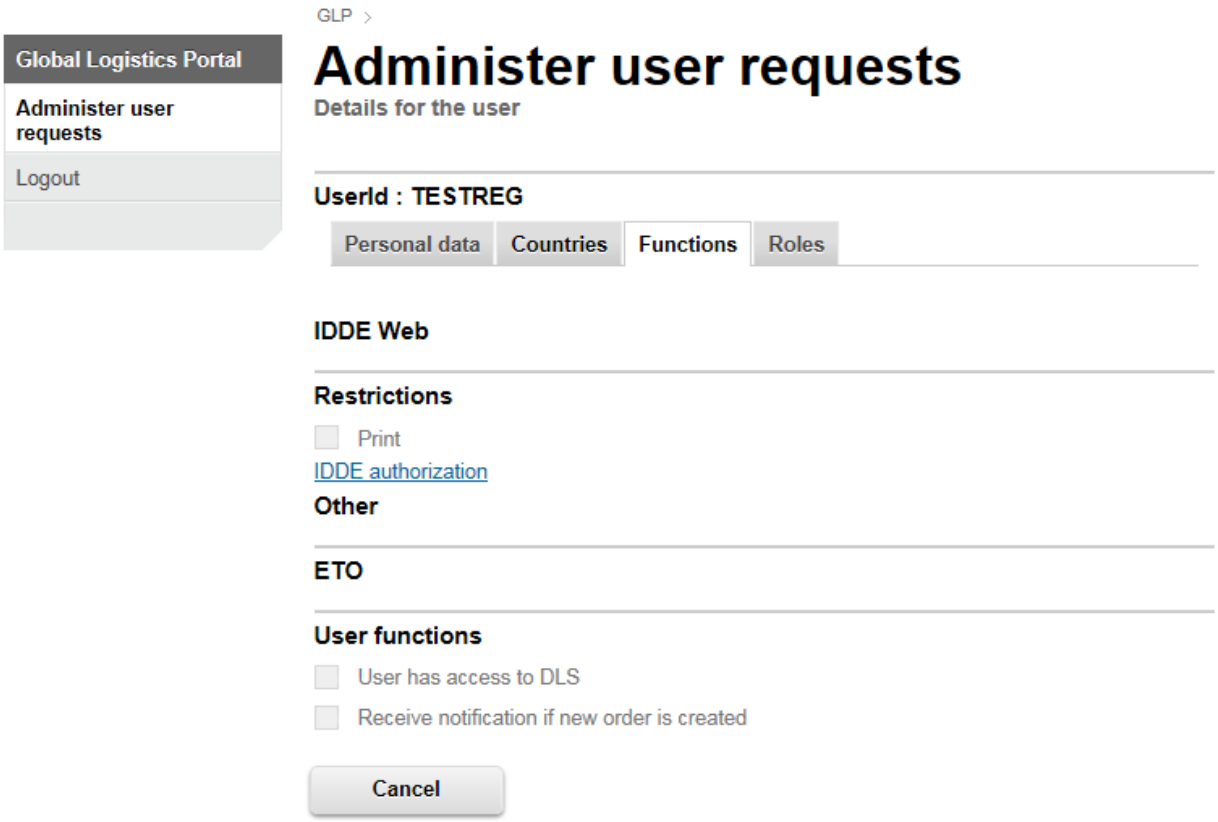
User clicks to the link in the column User ID of the User request table and screen slides with details Personal data, Countries, Functions and Roles appear:



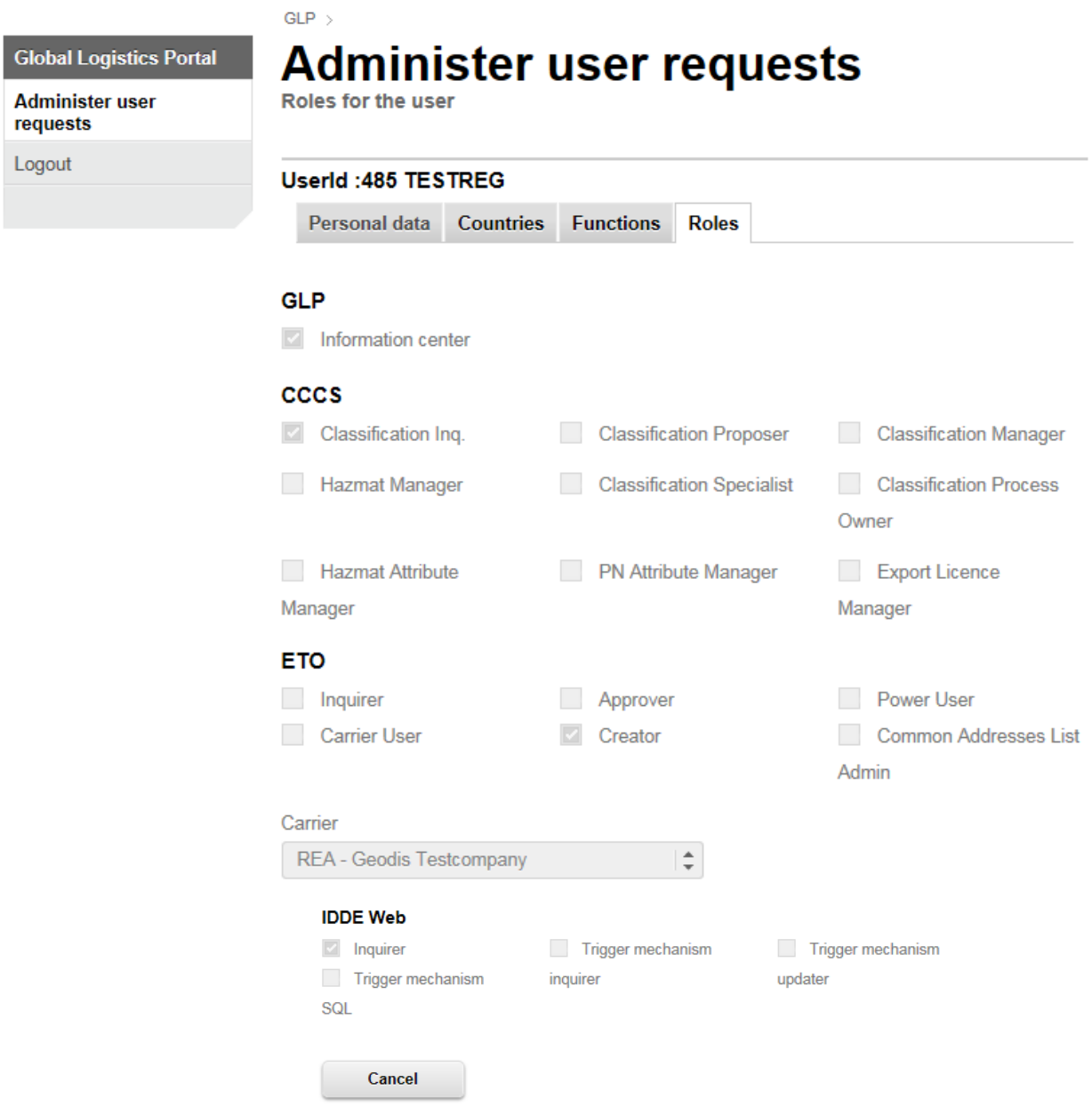
© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.



© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.



© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.



On the “Roles” slide you see the default roles set by registration. These are

- for CCCS, Classification Inquirer
- for ETO, Creator
- for IDDE Web, Inquirer

If a user needs higher access authority for a sub applications, means another role, then he has to contact the GLP AA. The GLP AA is able to update the request before he approves.

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.

By the way, once the approval process completed for a new registration and the access authorities have become active, the user can also request another role by creating then a new user request. This will be described in the next chapter.

The user can already sign in to see his submitted request in status OPEN. In status OPEN the request is ready to be further processed for the next step by the GLPACC.

When the user signs in at this time he can of course only link to “Administer user requests” via the navigation menu. The sub applications and functions he is requesting will be available in the navigation menu when the whole approval process is completed.

Clicking on the link “Global Logistics Portal” in the navigation menu user can immediately sign in to GLP. If the user closes the web browser immediately after registration and opens later the url to GLP then he has to enter IBM ID and password into the Sign in screen.

- End of document -

© Copyright IBM Corporation 1994, 2012.
U.S. Government Users Restricted Rights - Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.
IBM Web site pages might contain other proprietary notices and copyright information that should be observed.